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FIG. 1

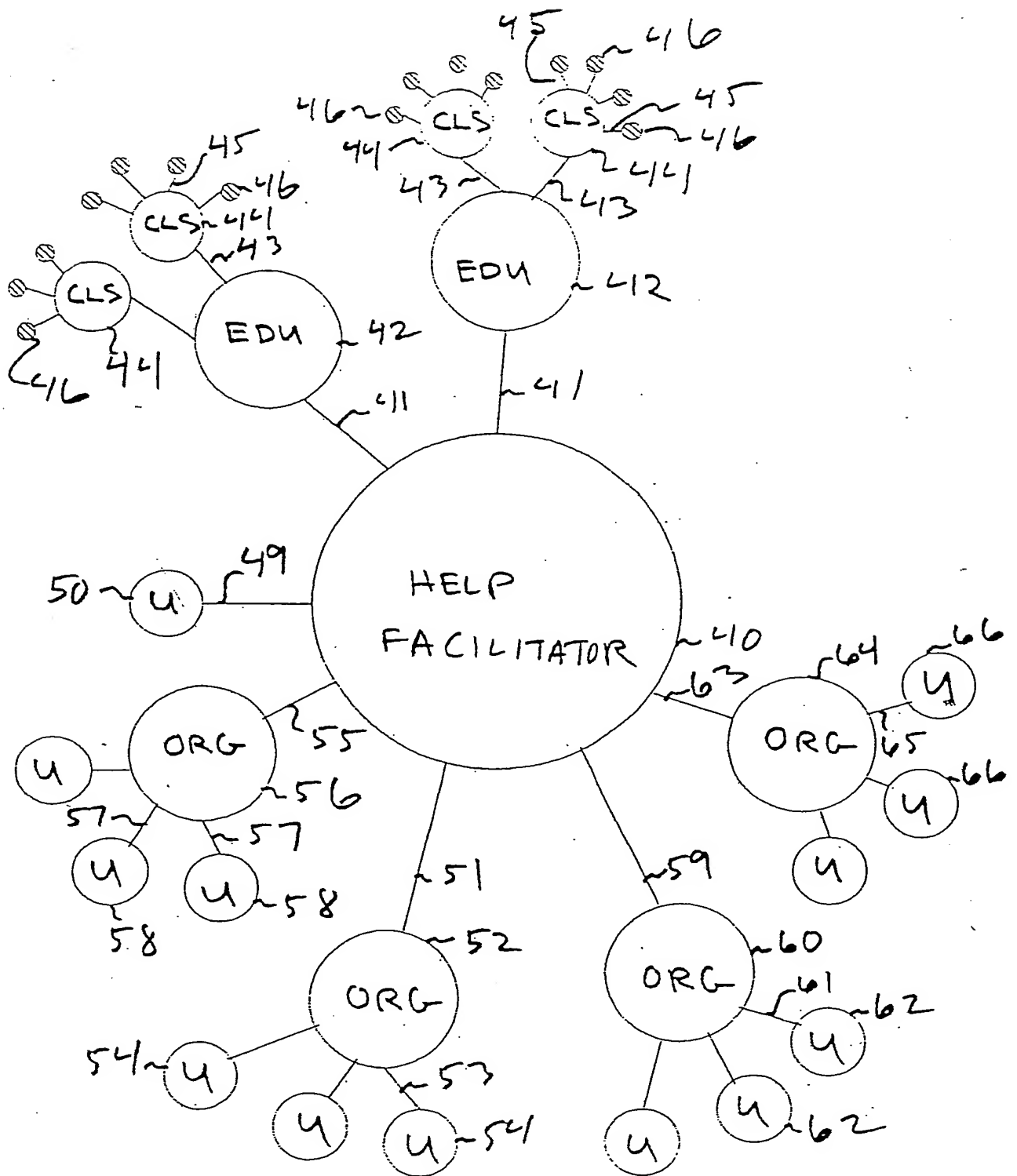


Fig. 2

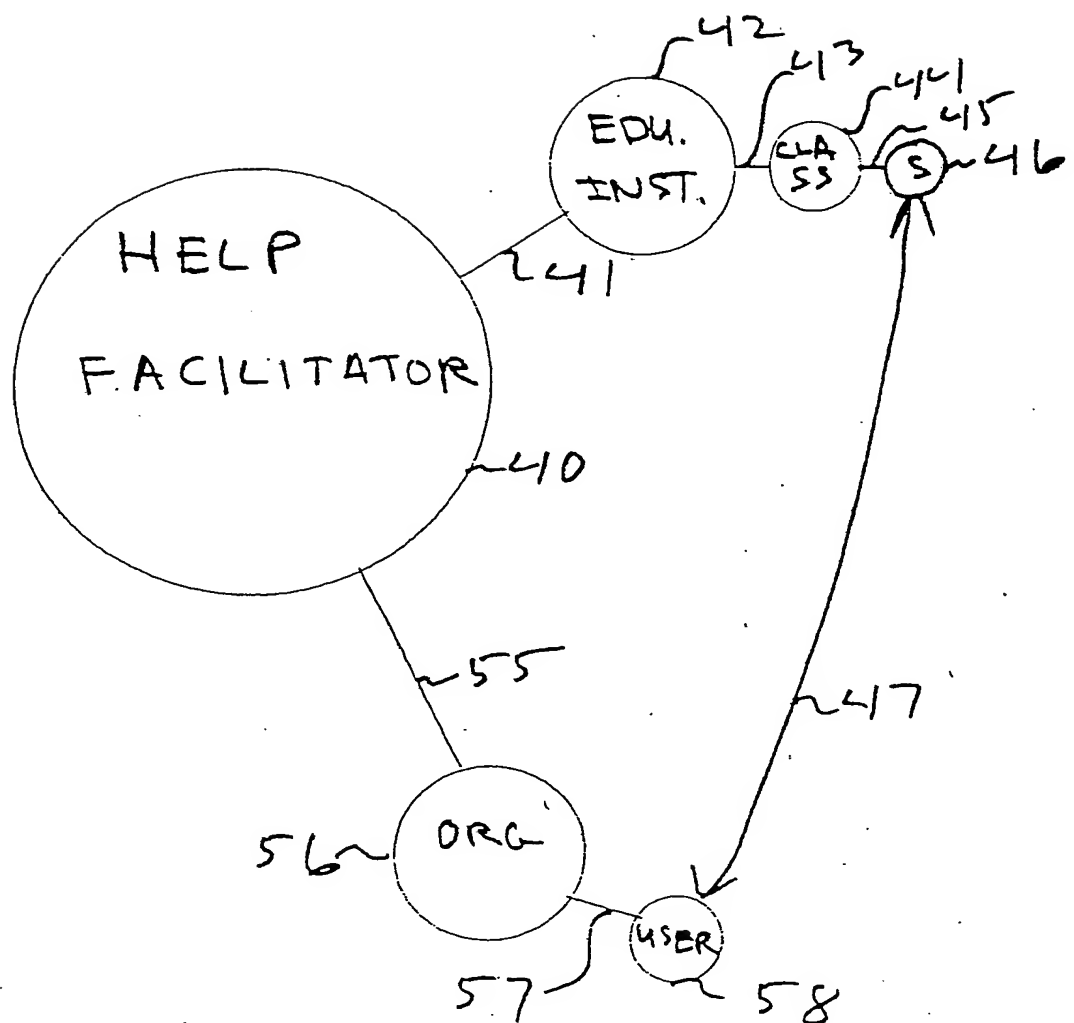


Fig. 3

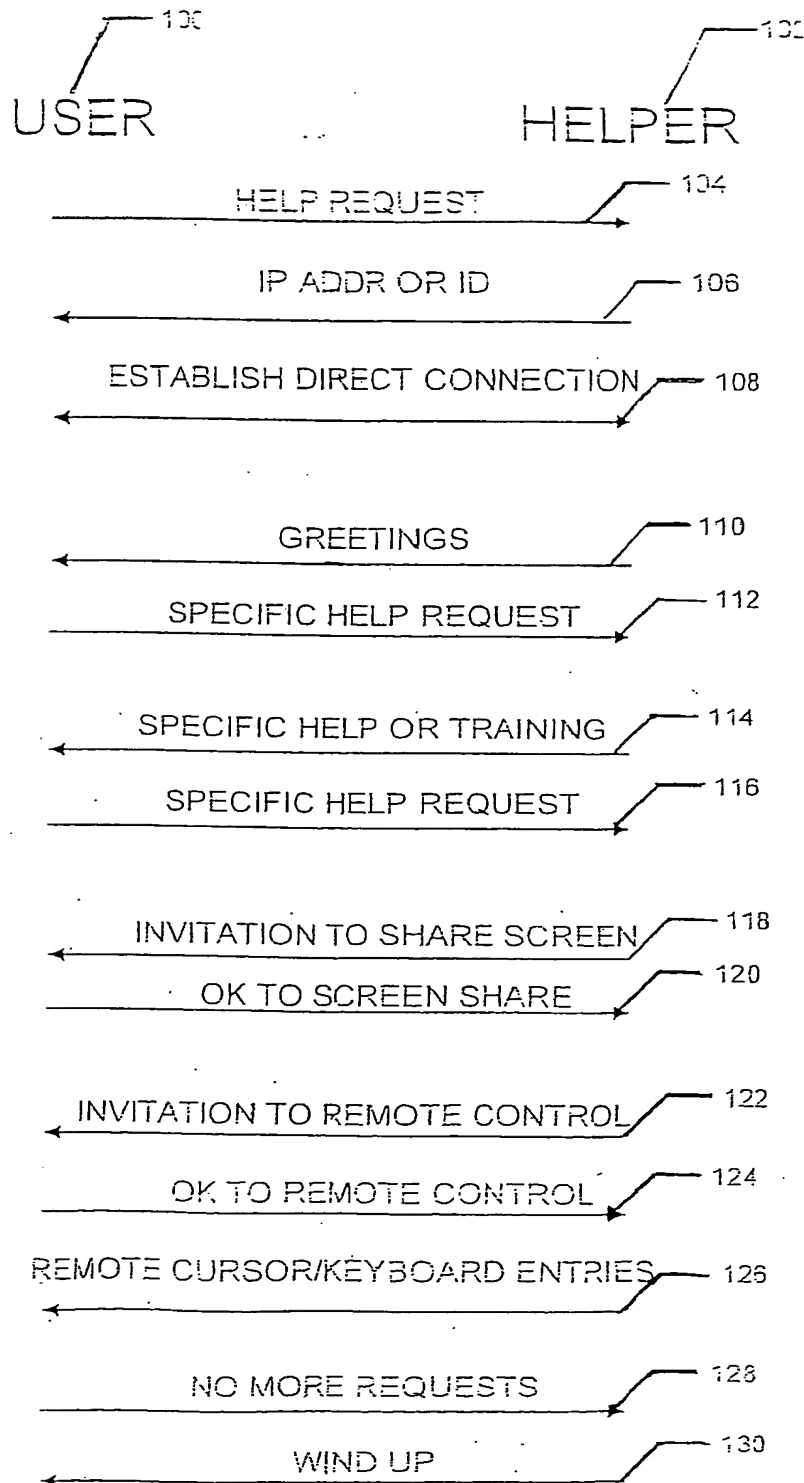


Fig. 4 210 208 202 200

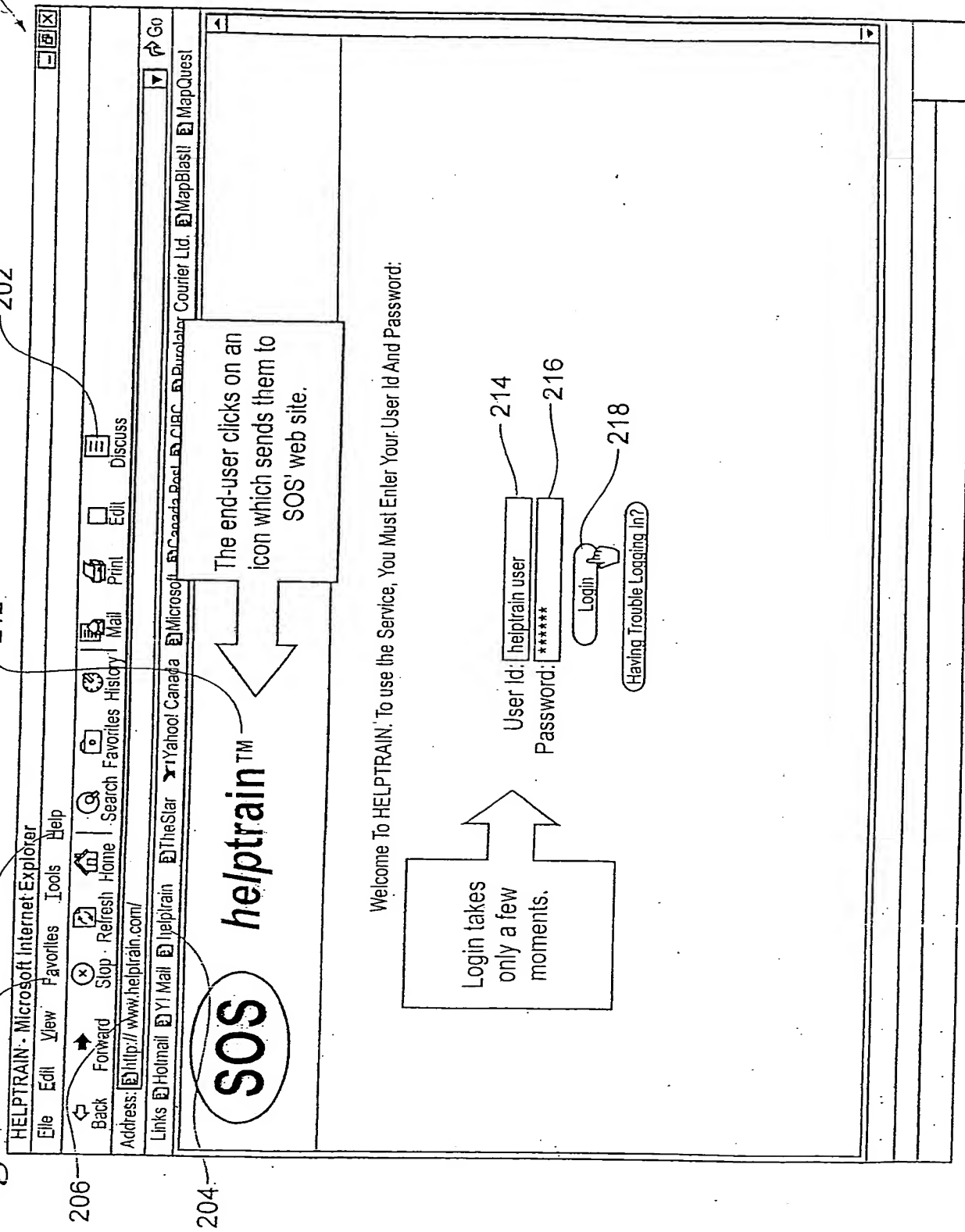
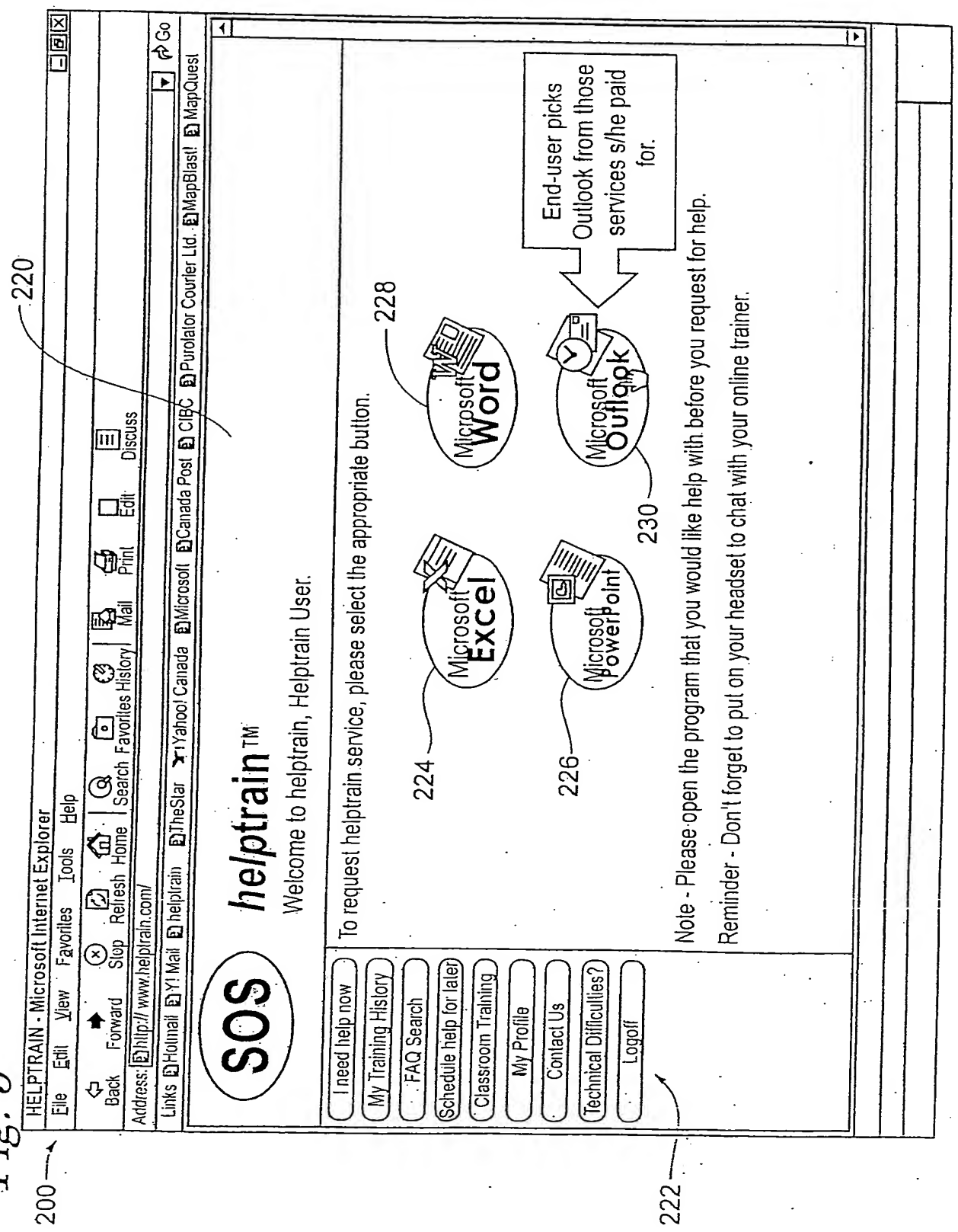


Fig. 5



200

222

Fig. 6

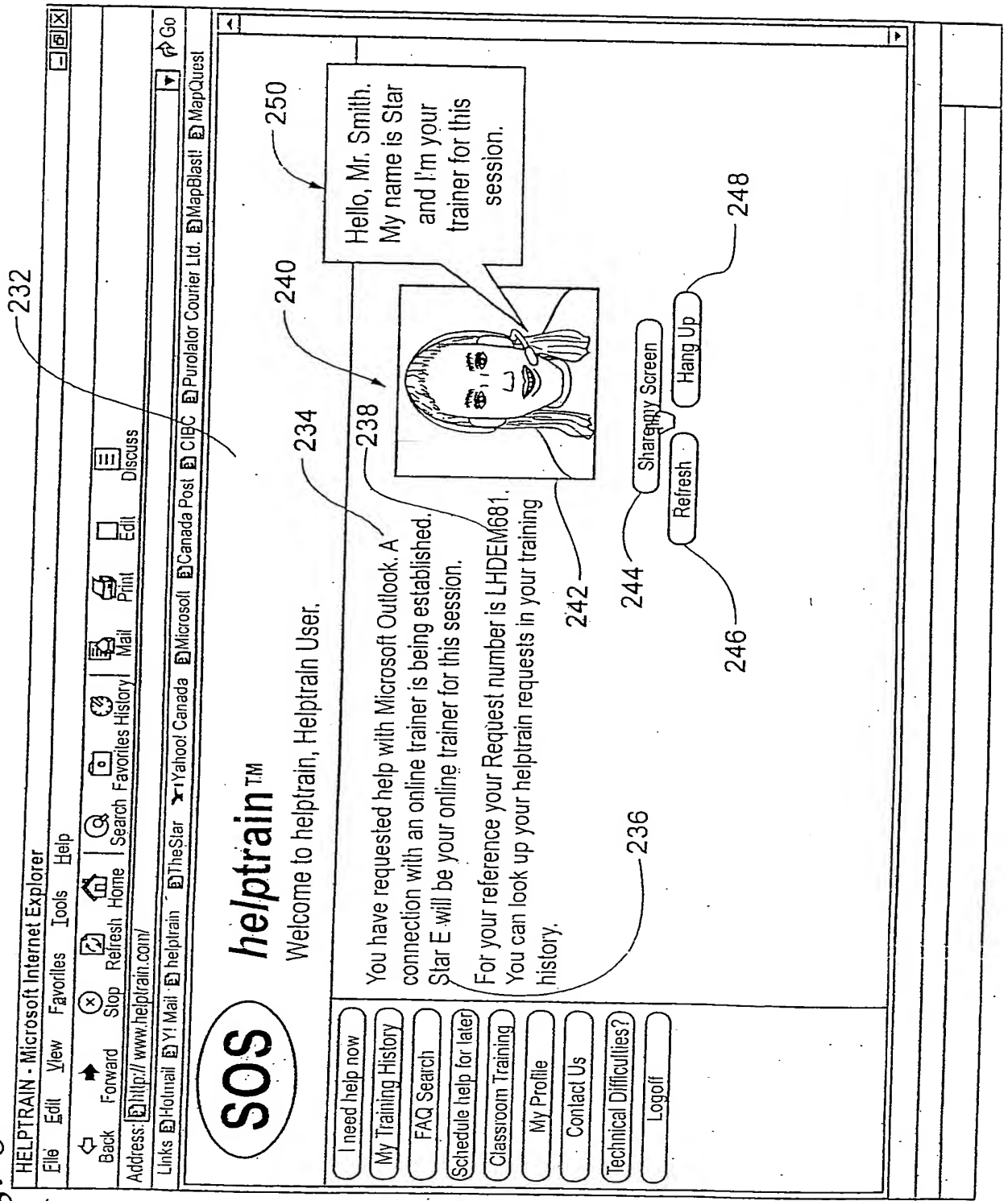


Fig. 7

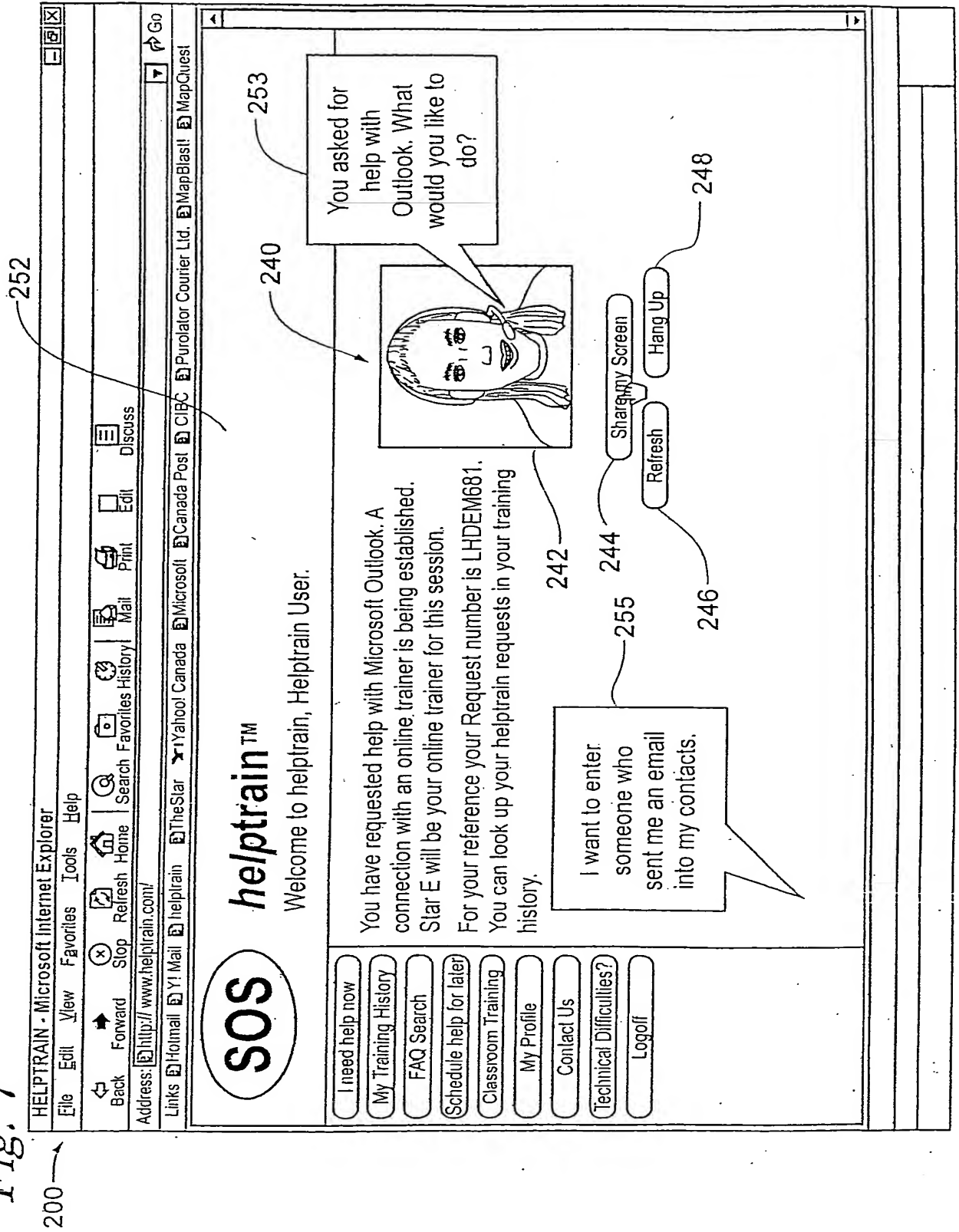


Fig. 8

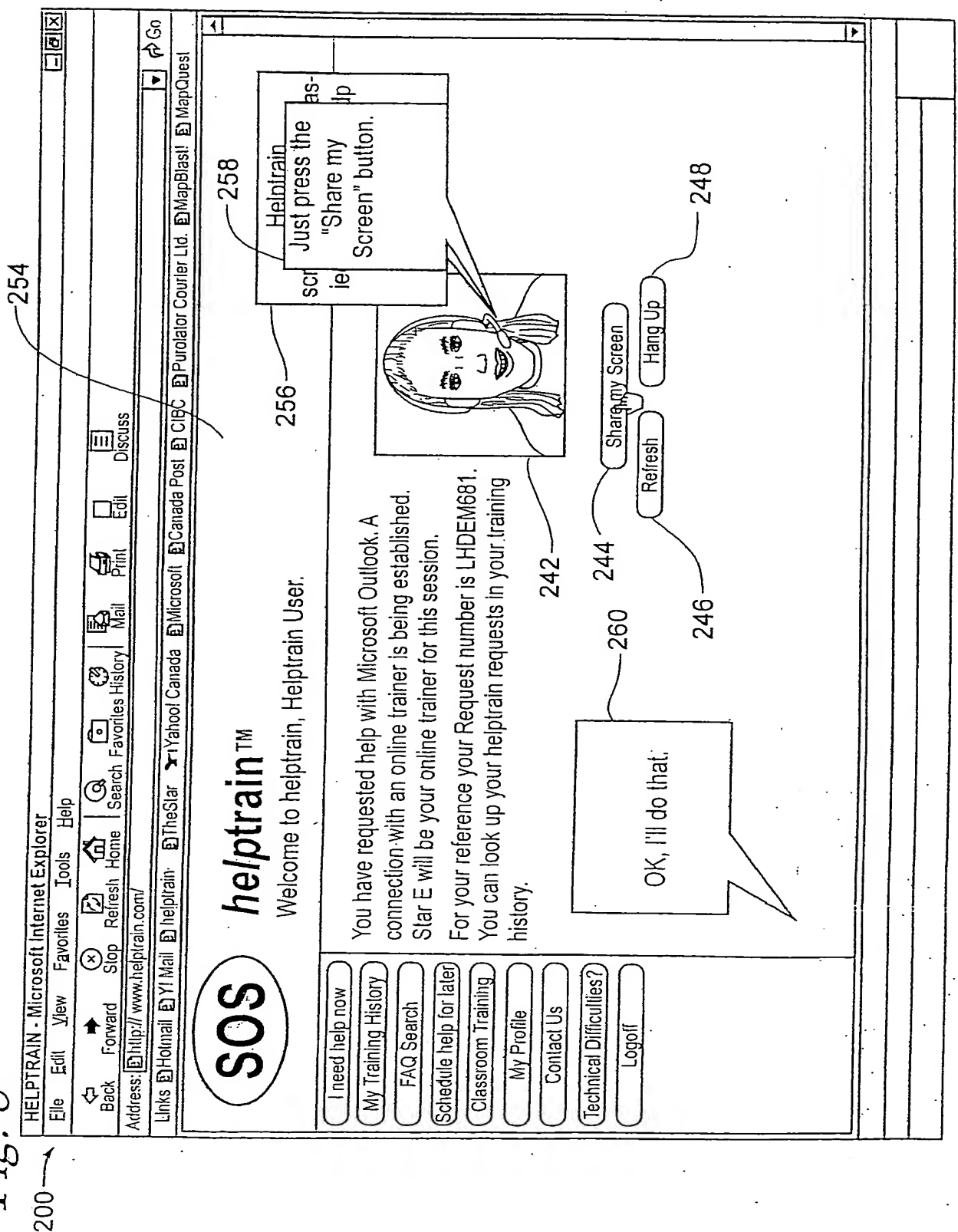


Fig. 9

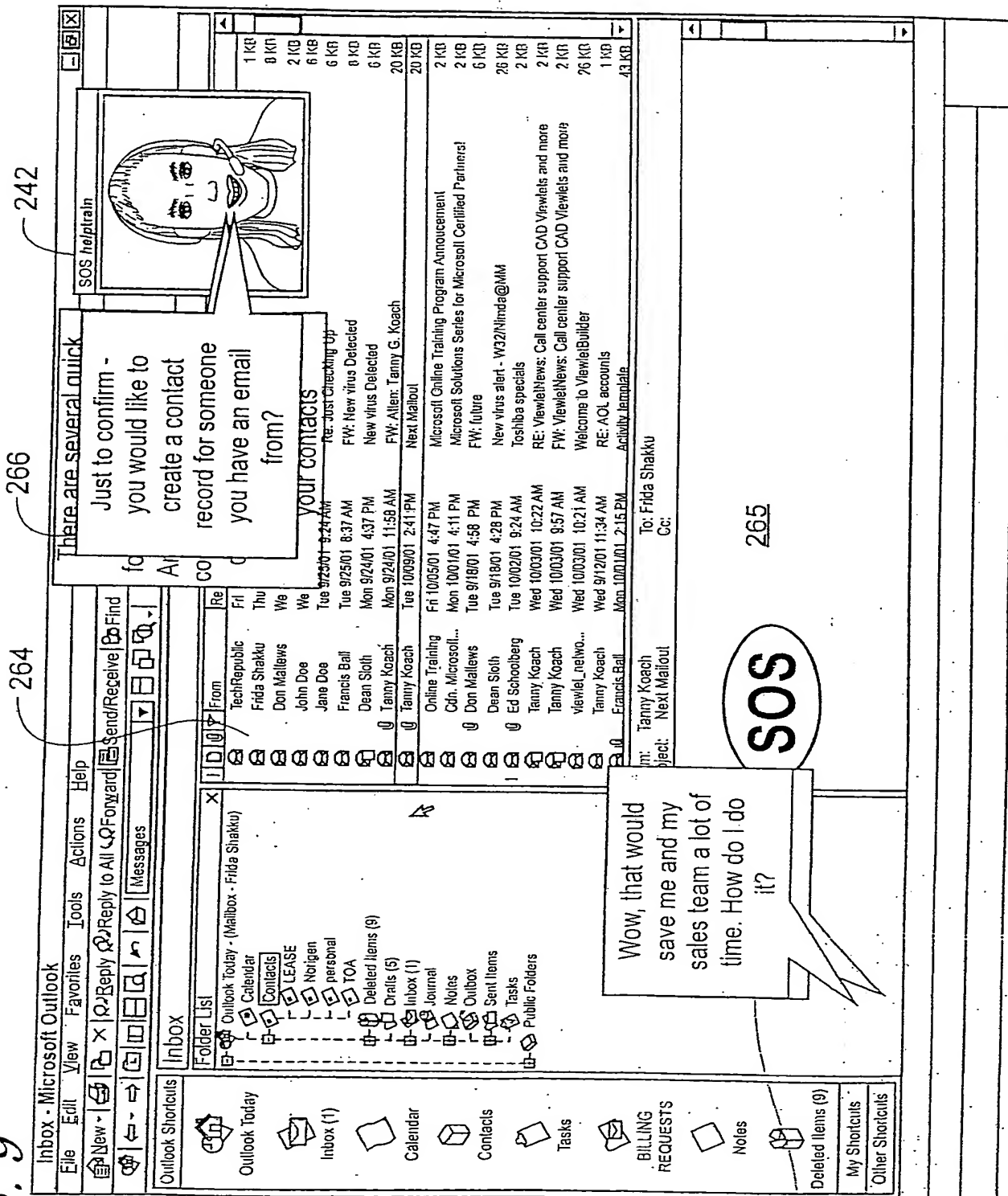


Fig. 10

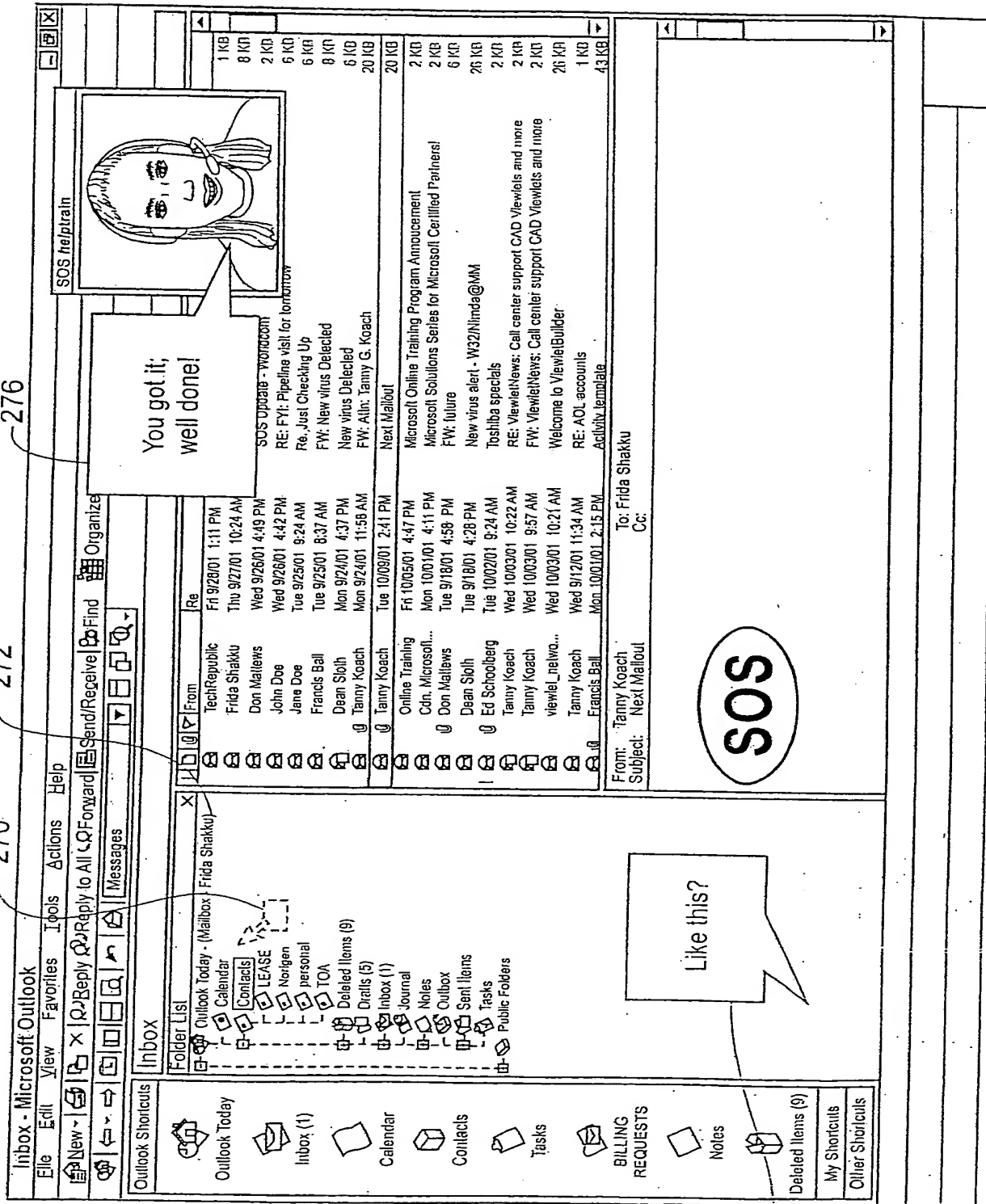


Fig. 11

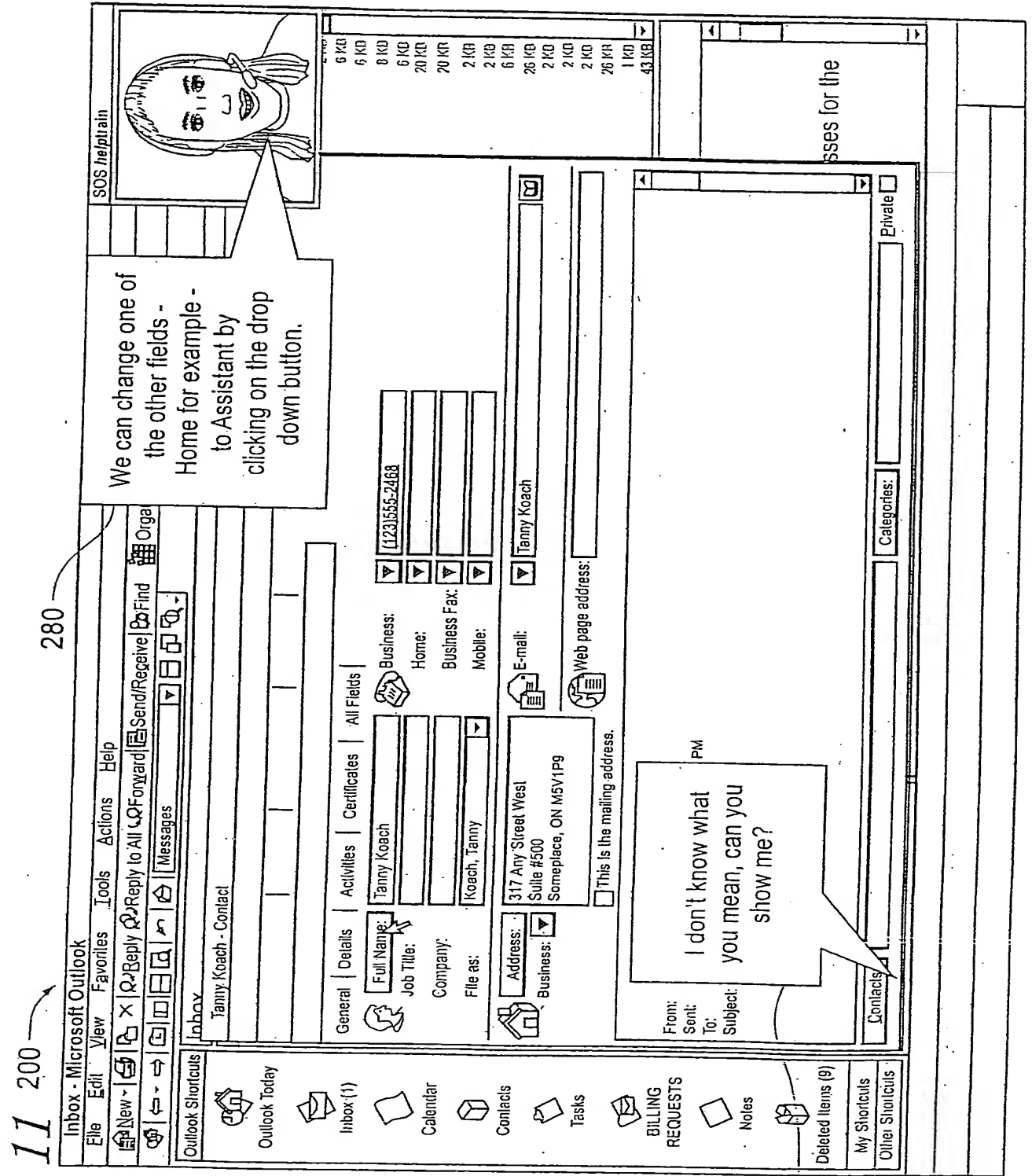


Fig. 13 200

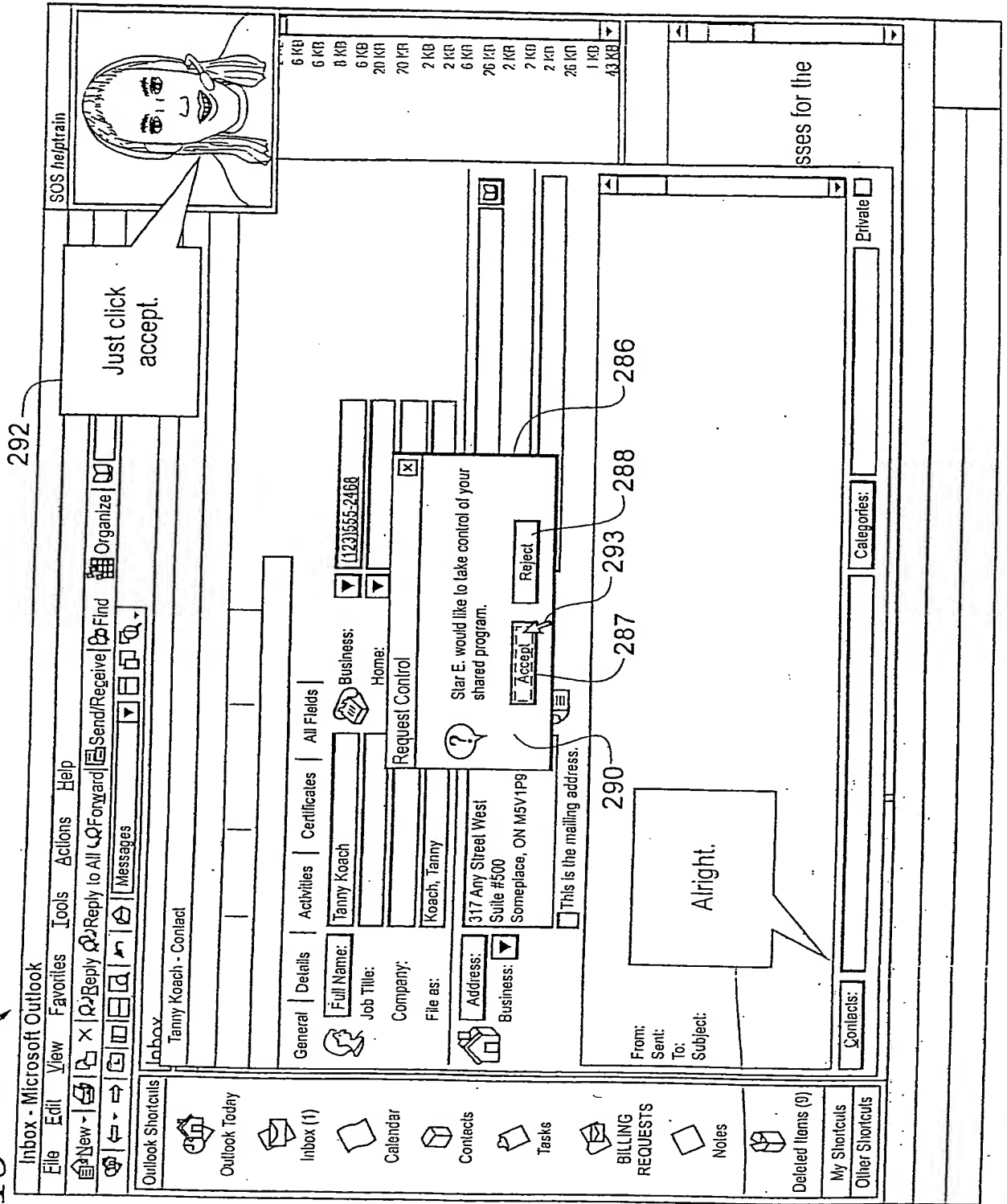


Fig. 14 200

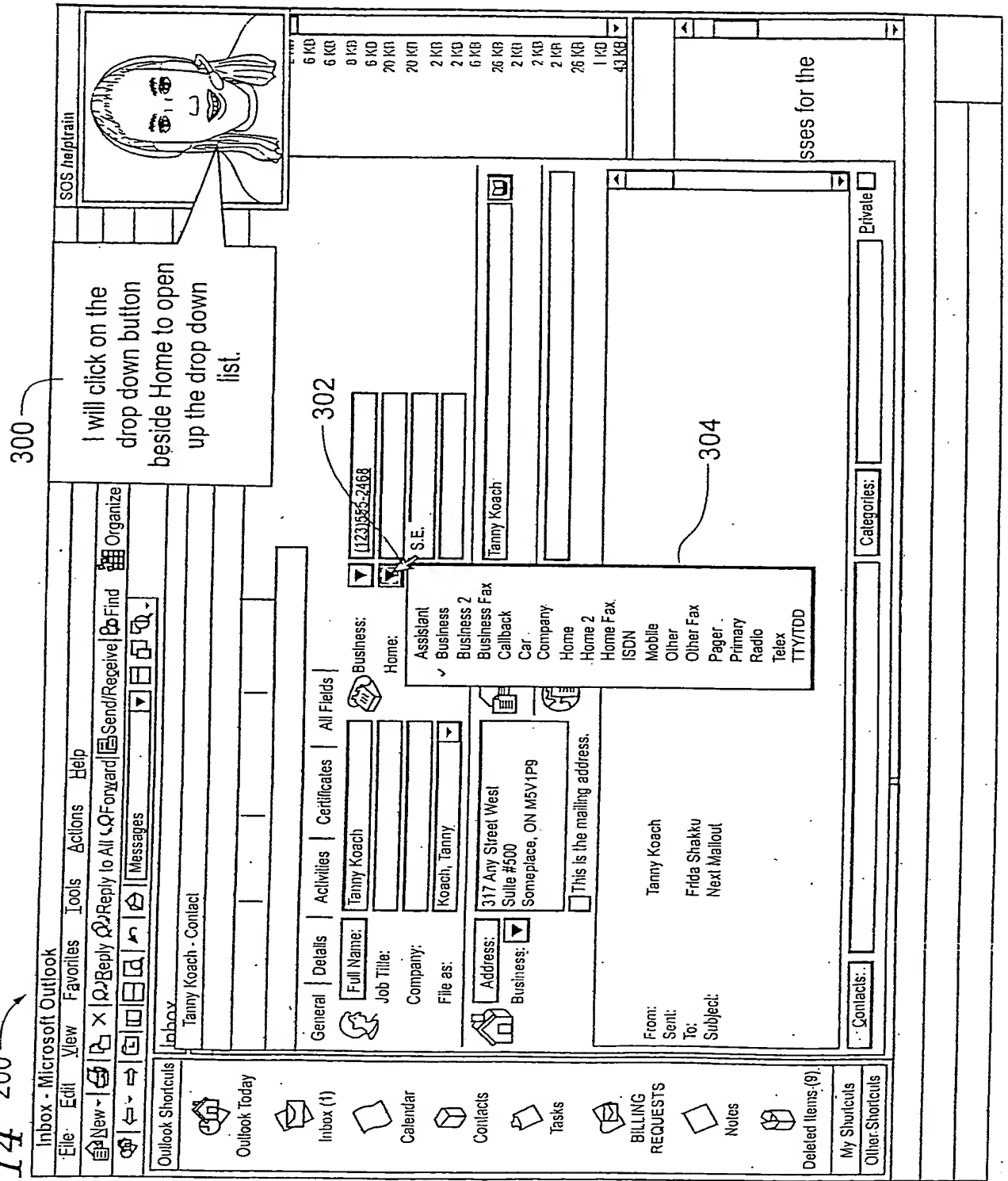


Fig. 15

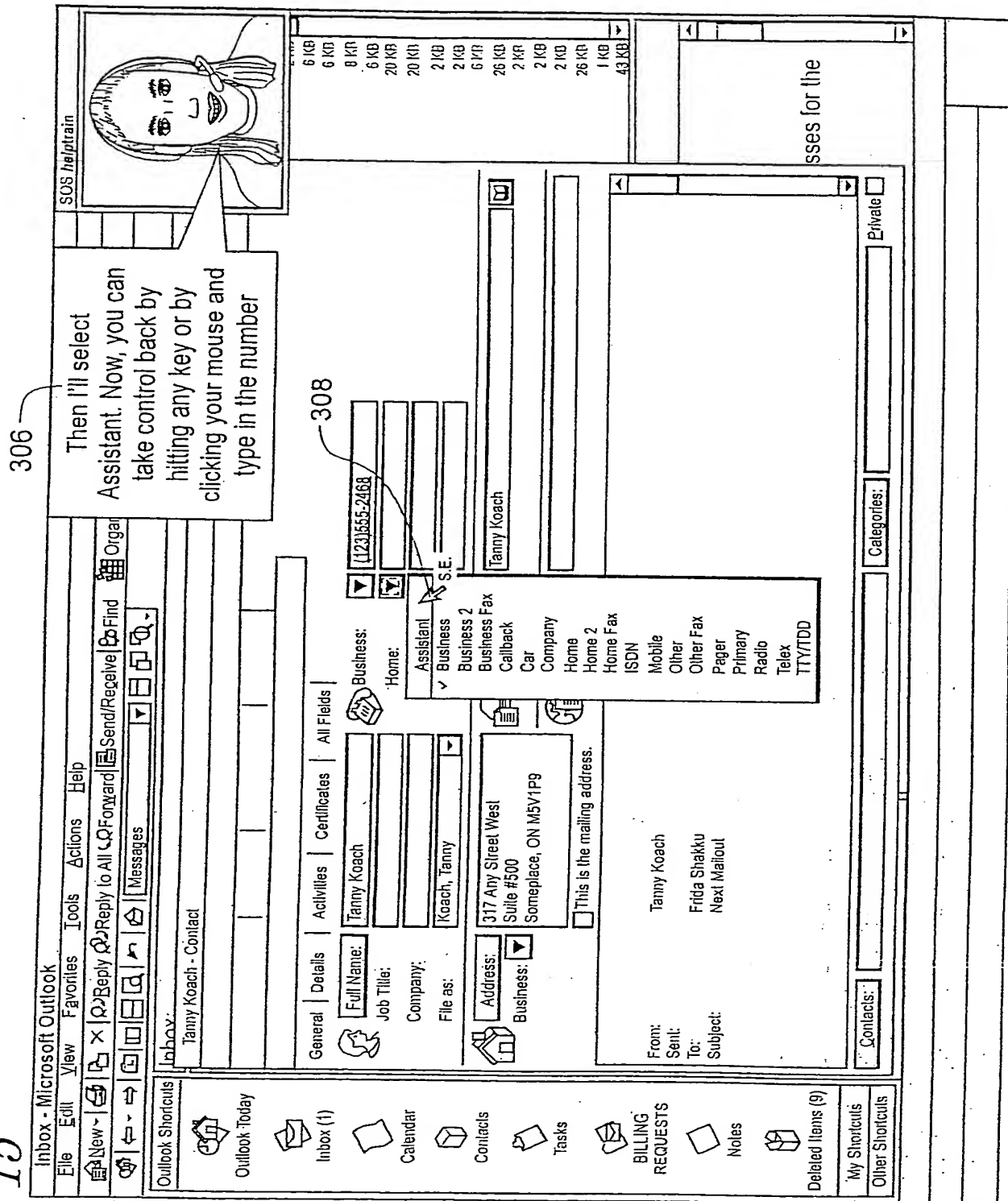
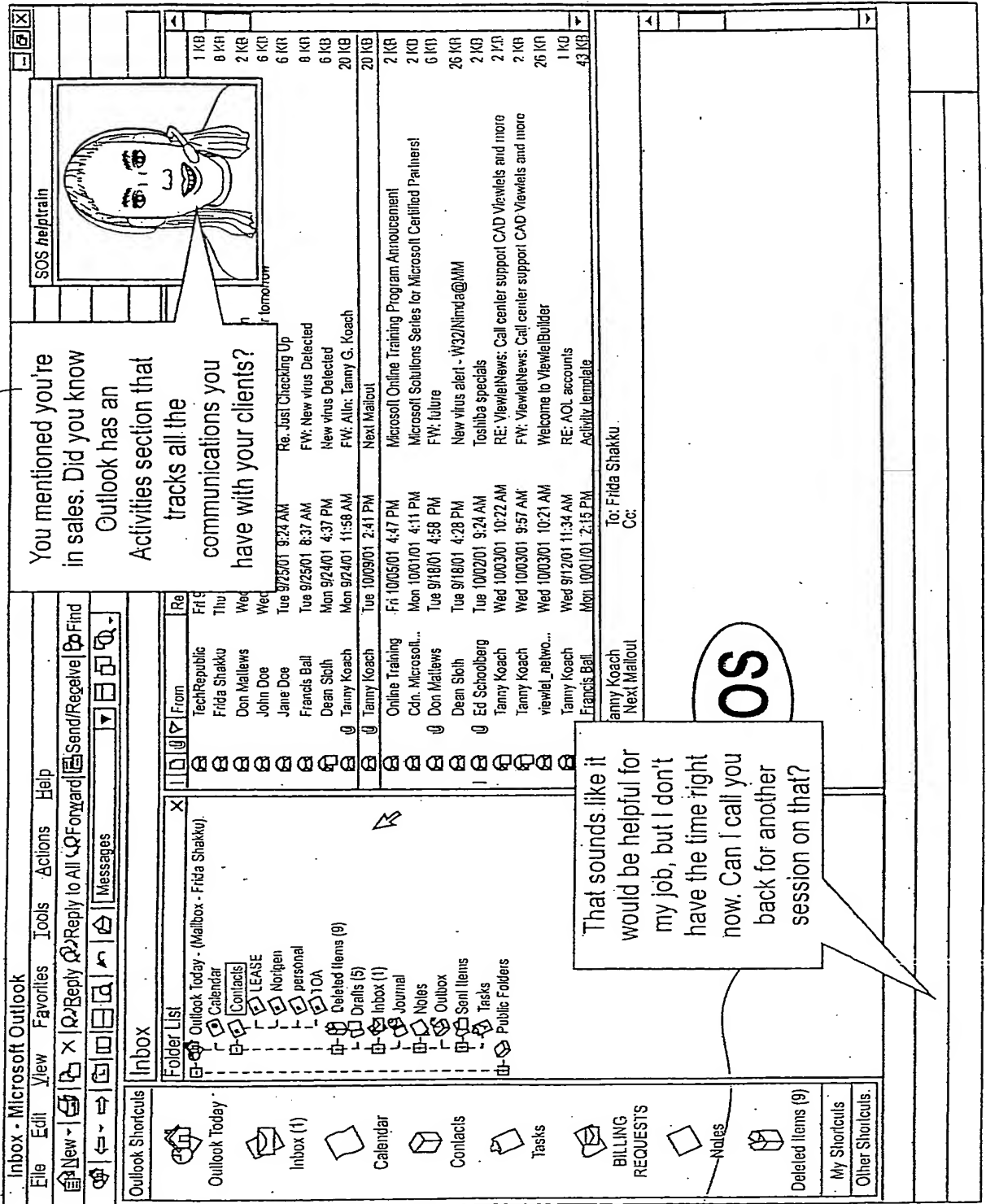


Fig. 16

[illegible]

Fig. 17

322



324-

Fig. 18

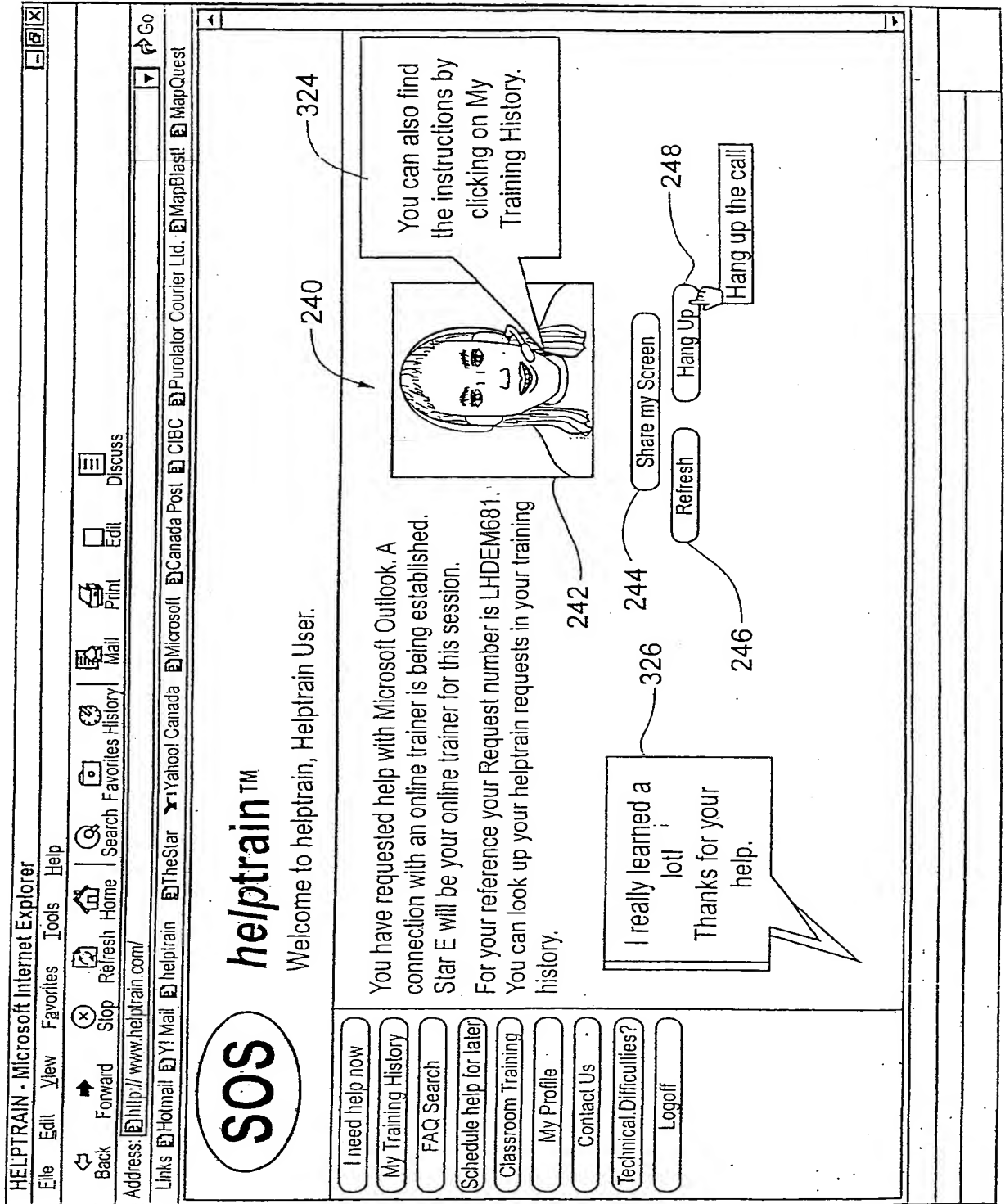


Fig. 20

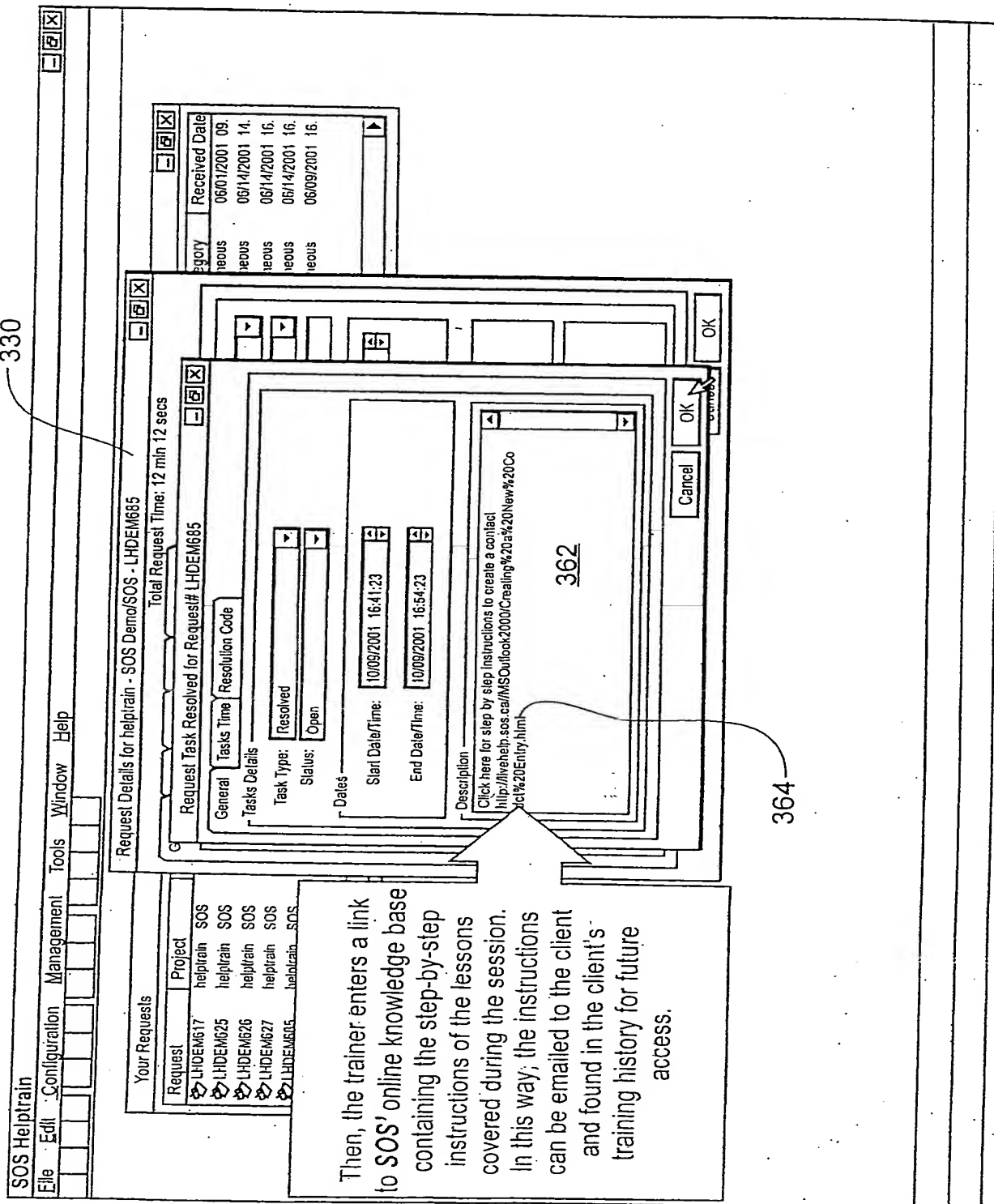


Fig. 21

HELPTRAIN - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address: http://www.helptrain.com/

SOS

helptrain™

Welcome to helptrain, Helptrain User.

I need help now

My Training History

FAQ Search

Schedule help for later

Classroom Training

My Profile

Contact Us

Technical Difficulties

Logoff

Please click on "Request #" to see more information about a specific livehelp session

Service Date	Request#	Program	Sub Category	Description
10/09/2001 16:41	LHDEM685	Microsoft Outlook	Creating Contacts	Outlook 2000 request How do I create a contact from an email address?
10/09/2001 16:11		Microsoft Outlook	Miscellaneous	Photoshop request
10/09/2001		Microsoft Outlook	Miscellaneous	Photoshop request
		Microsoft Outlook	Miscellaneous	Photoshop request
		Microsoft Outlook	Miscellaneous	Outlook request
10/04/14:17				Excel request
10/03/16:10				Excel request
10/03/15:59	LHDEM676	Microsoft Excel	Miscellaneous	Excel request
10/03/01 15:50	LHDEM675	Microsoft Excel	Miscellaneous	Excel request

Clicking on a request number will show more information about the training session.

Your profile contains a history of all your helptrain™ training sessions

370

372 374 376 378 379

Fig. 22

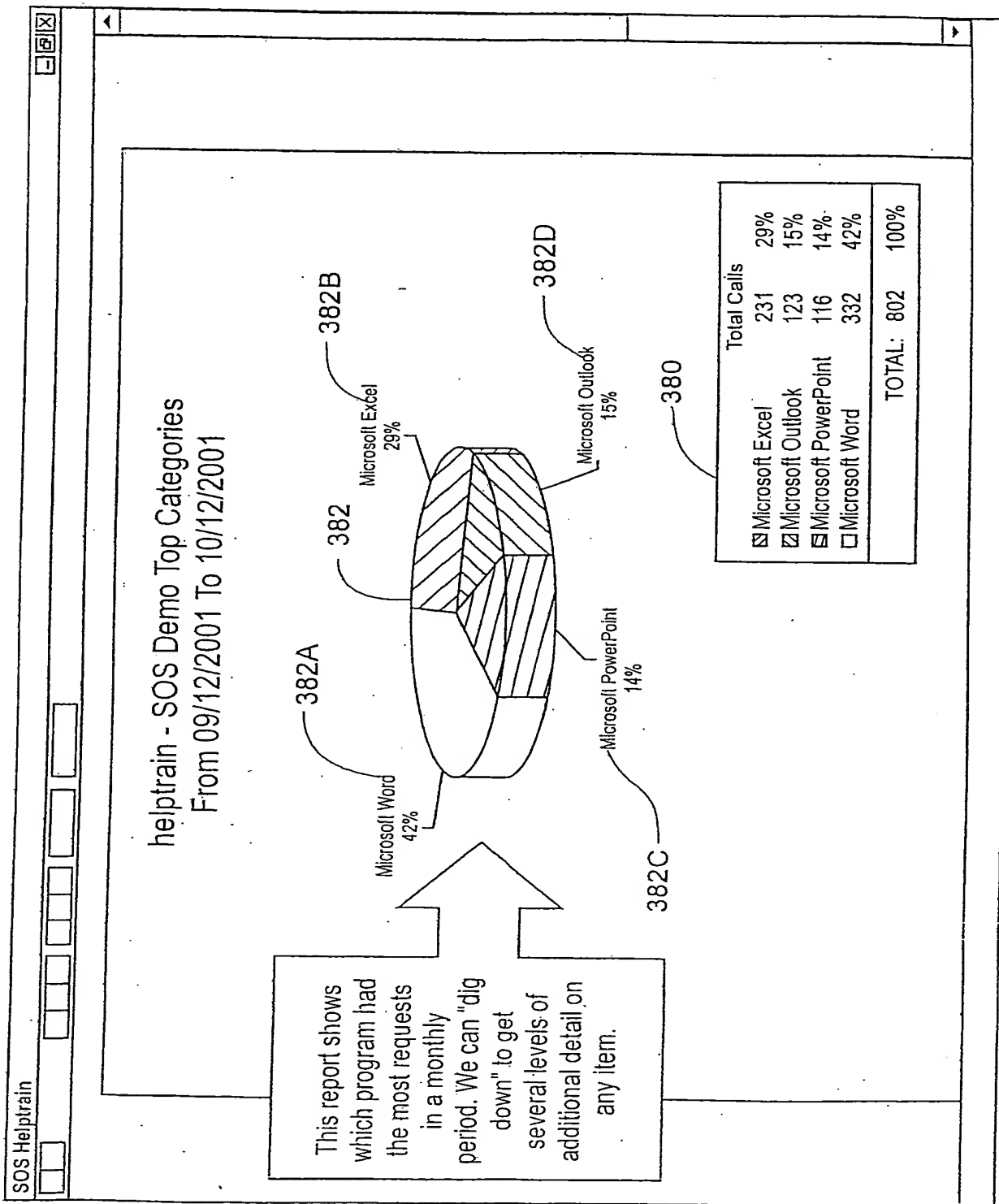


Fig. 24

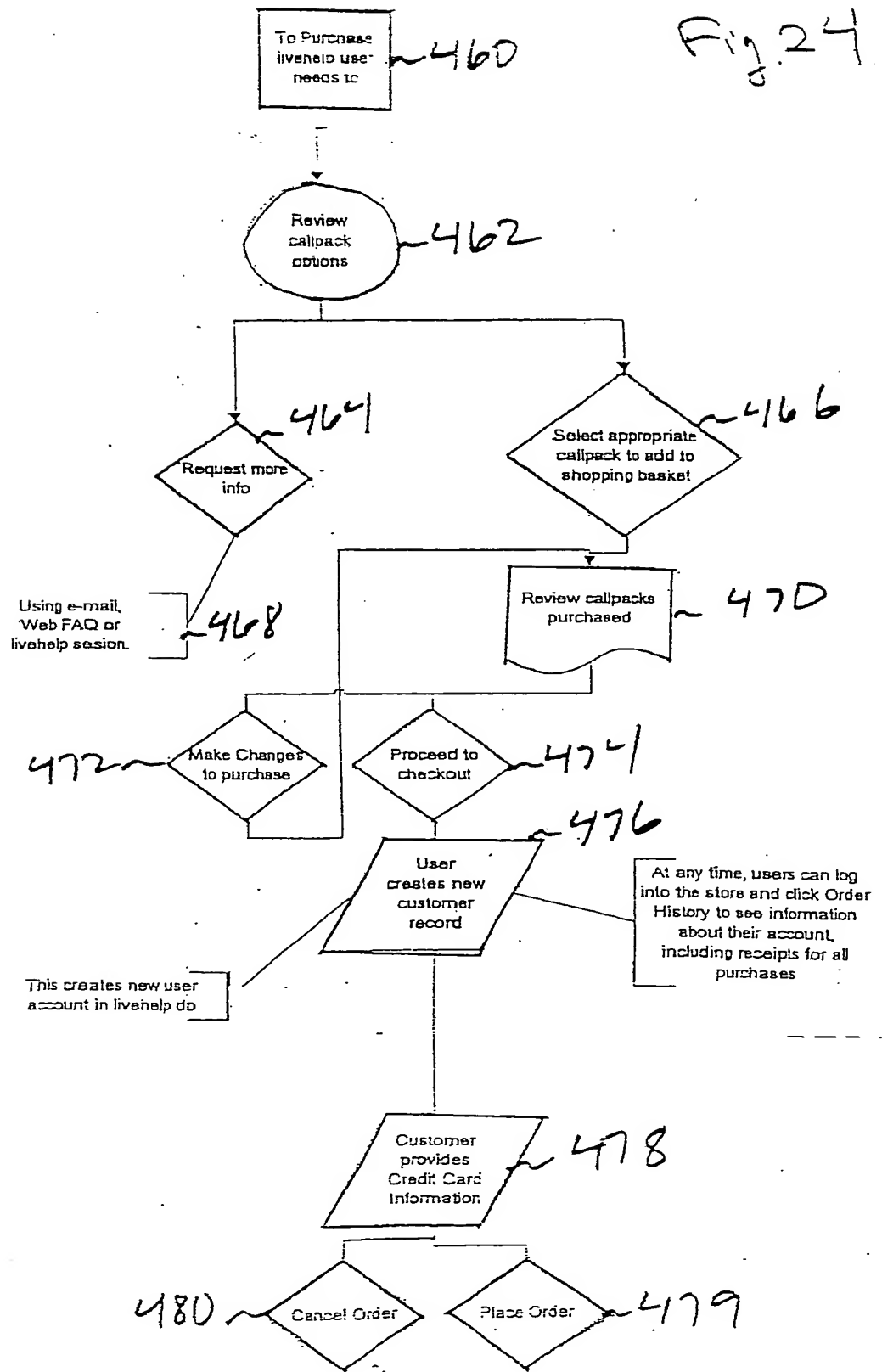
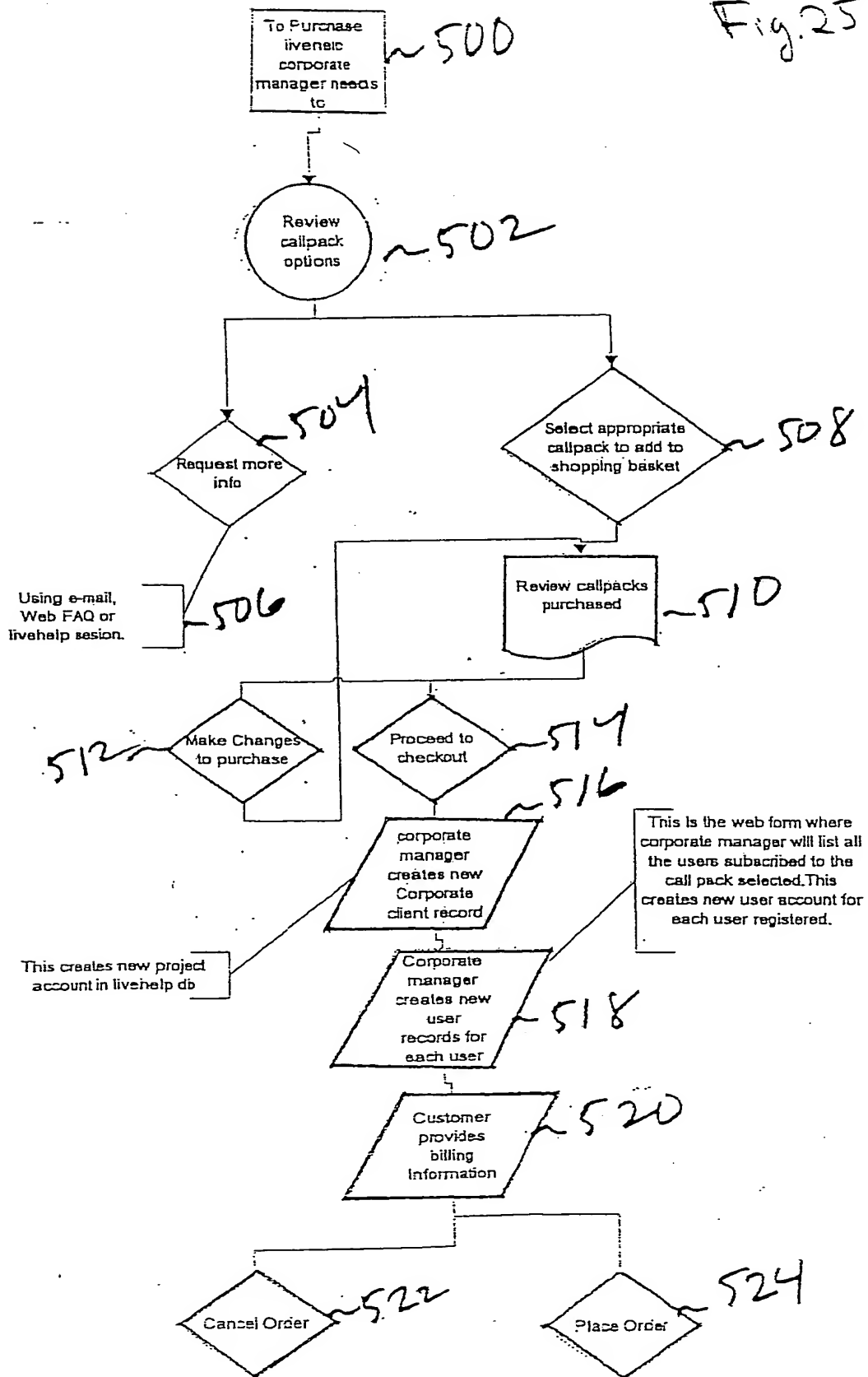


Fig. 25



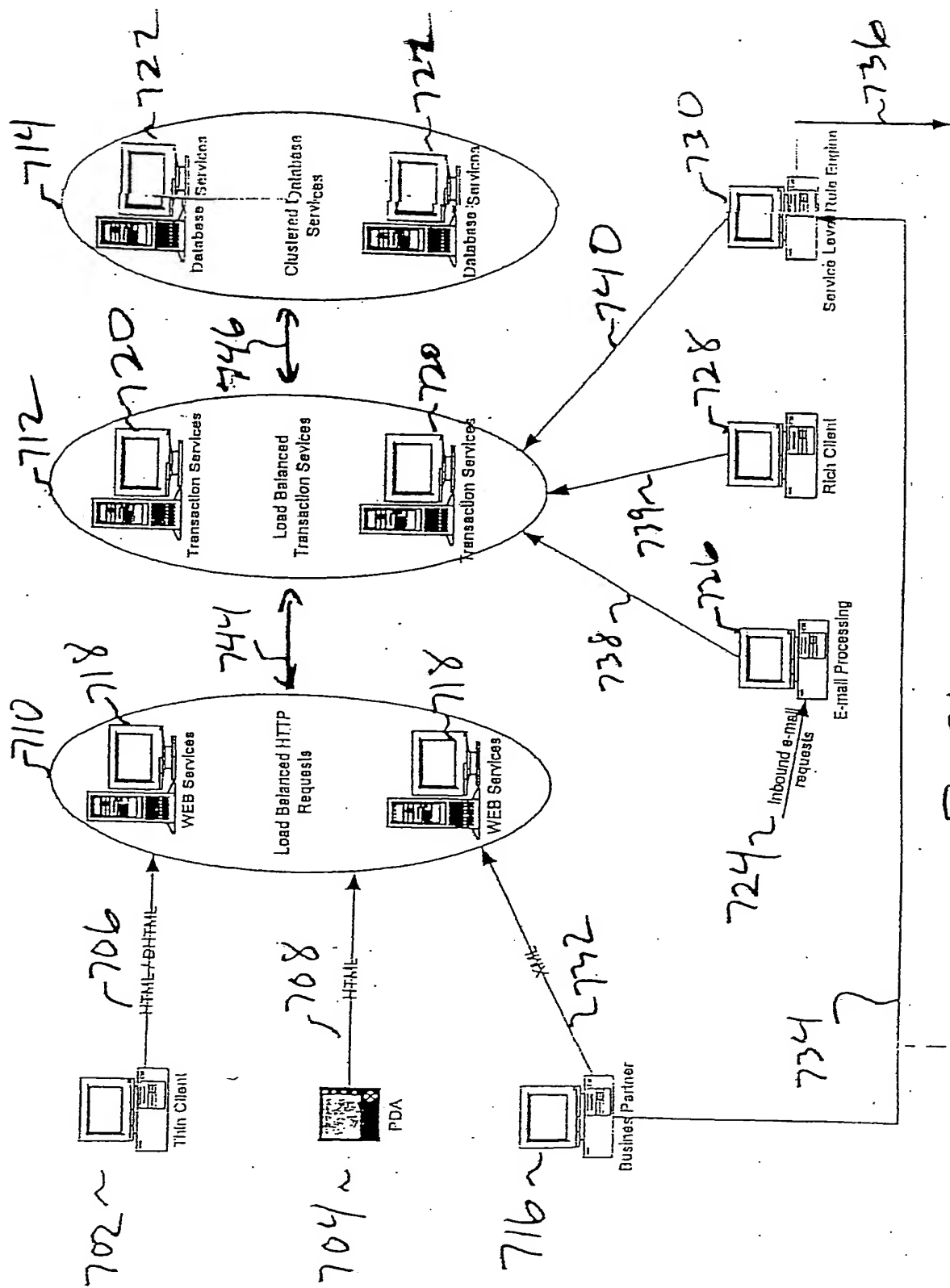


Fig. 26

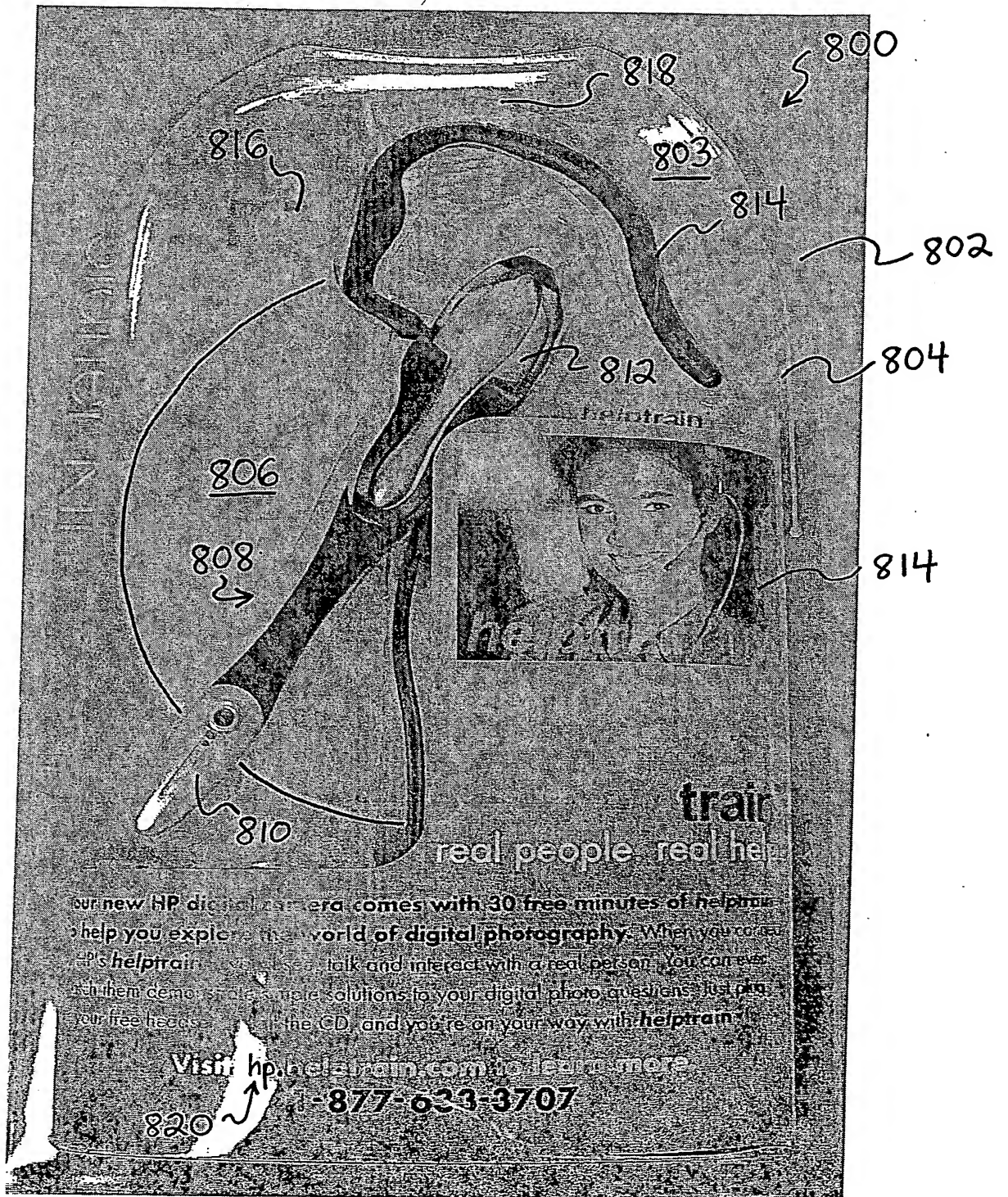


FIG. 27

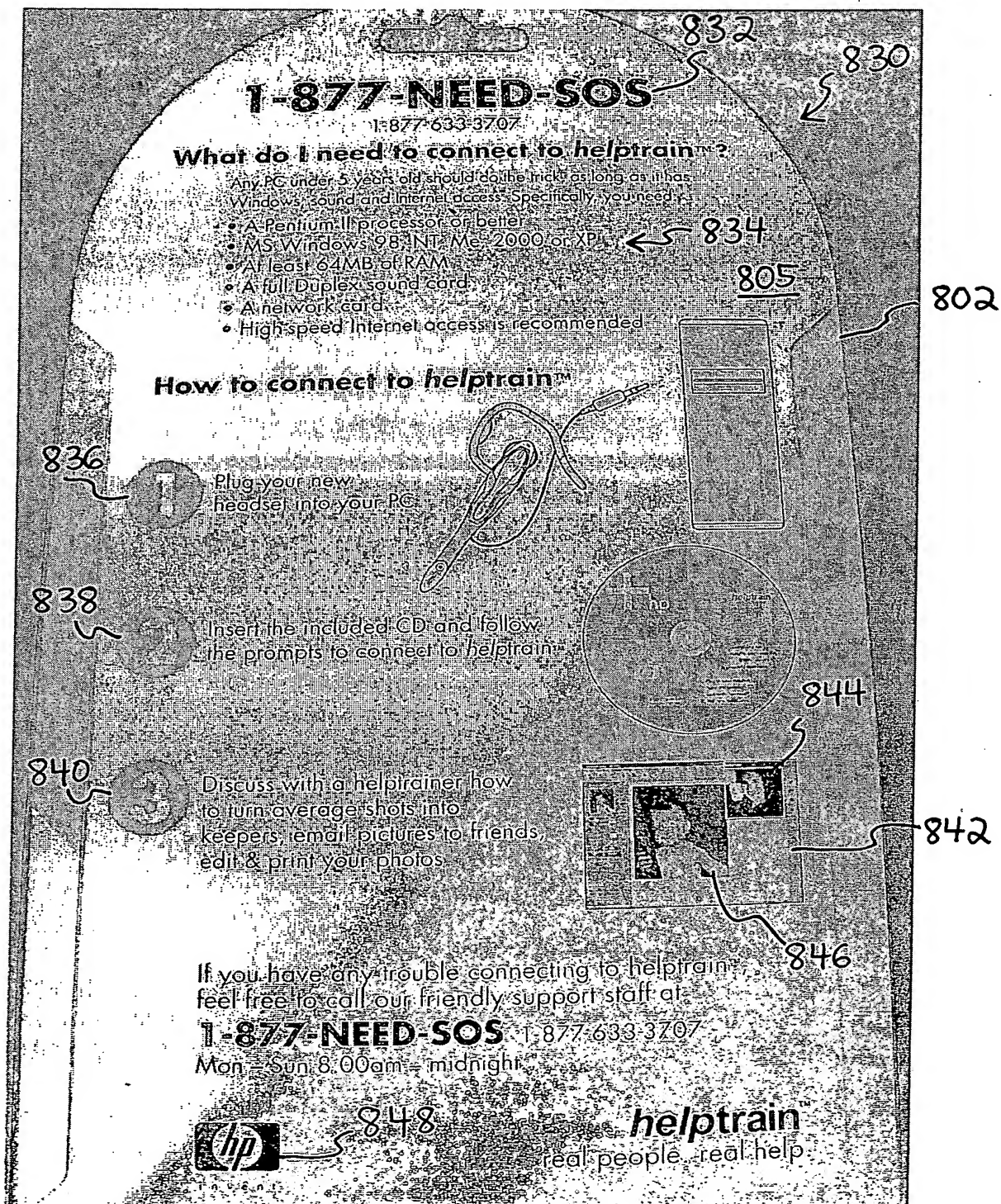


FIG. 28

FIG. 29A

HP helptrain CD

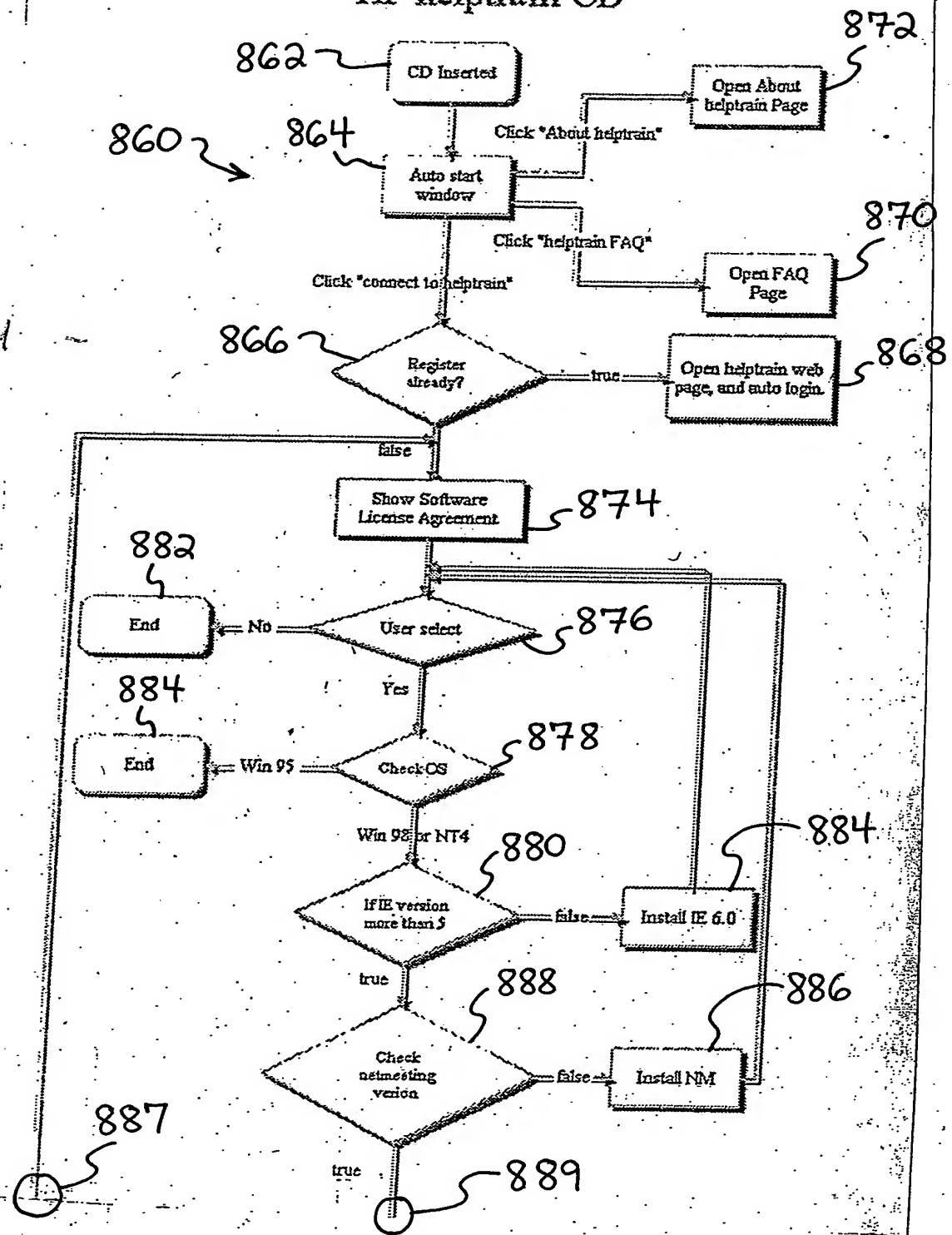
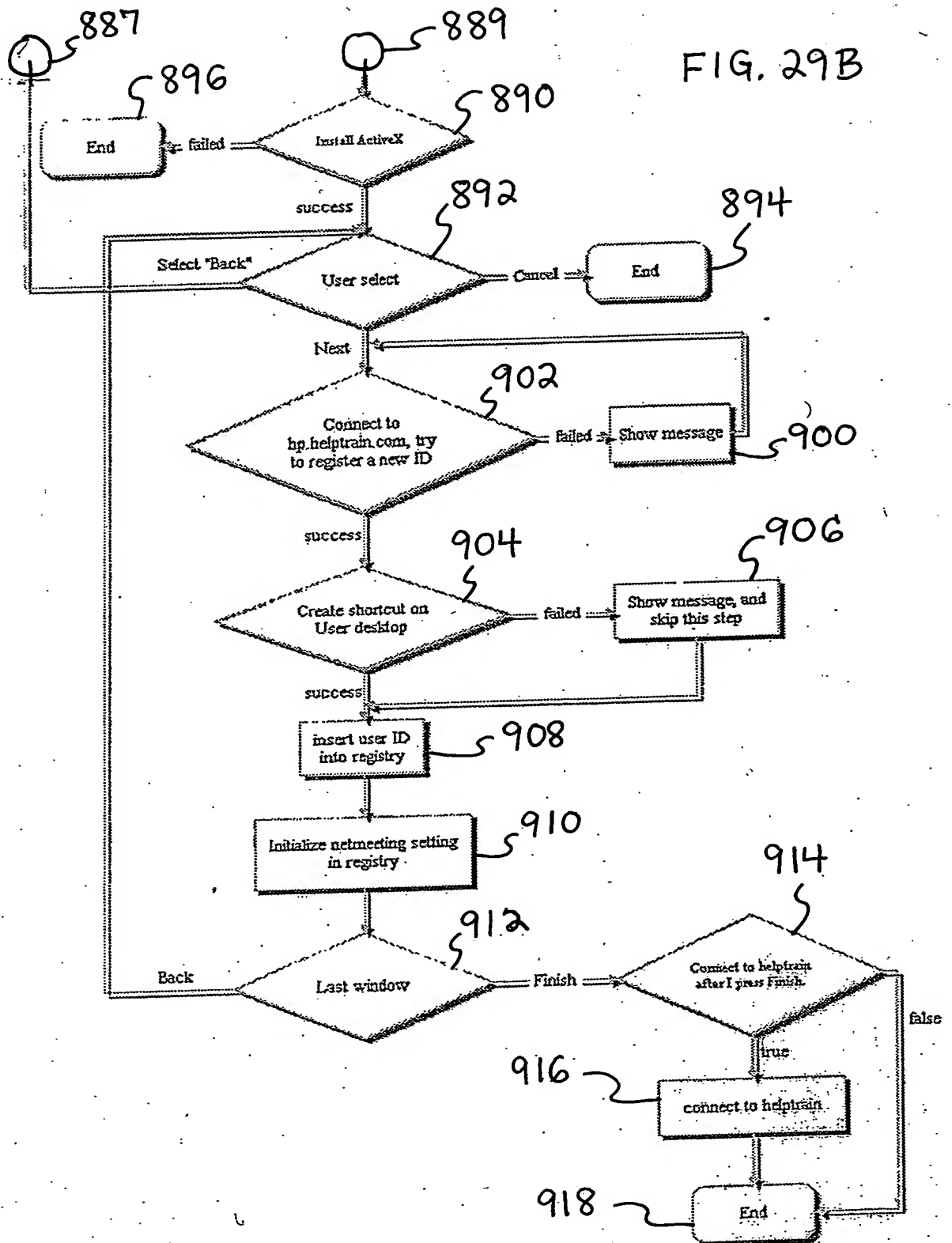


FIG. 29B



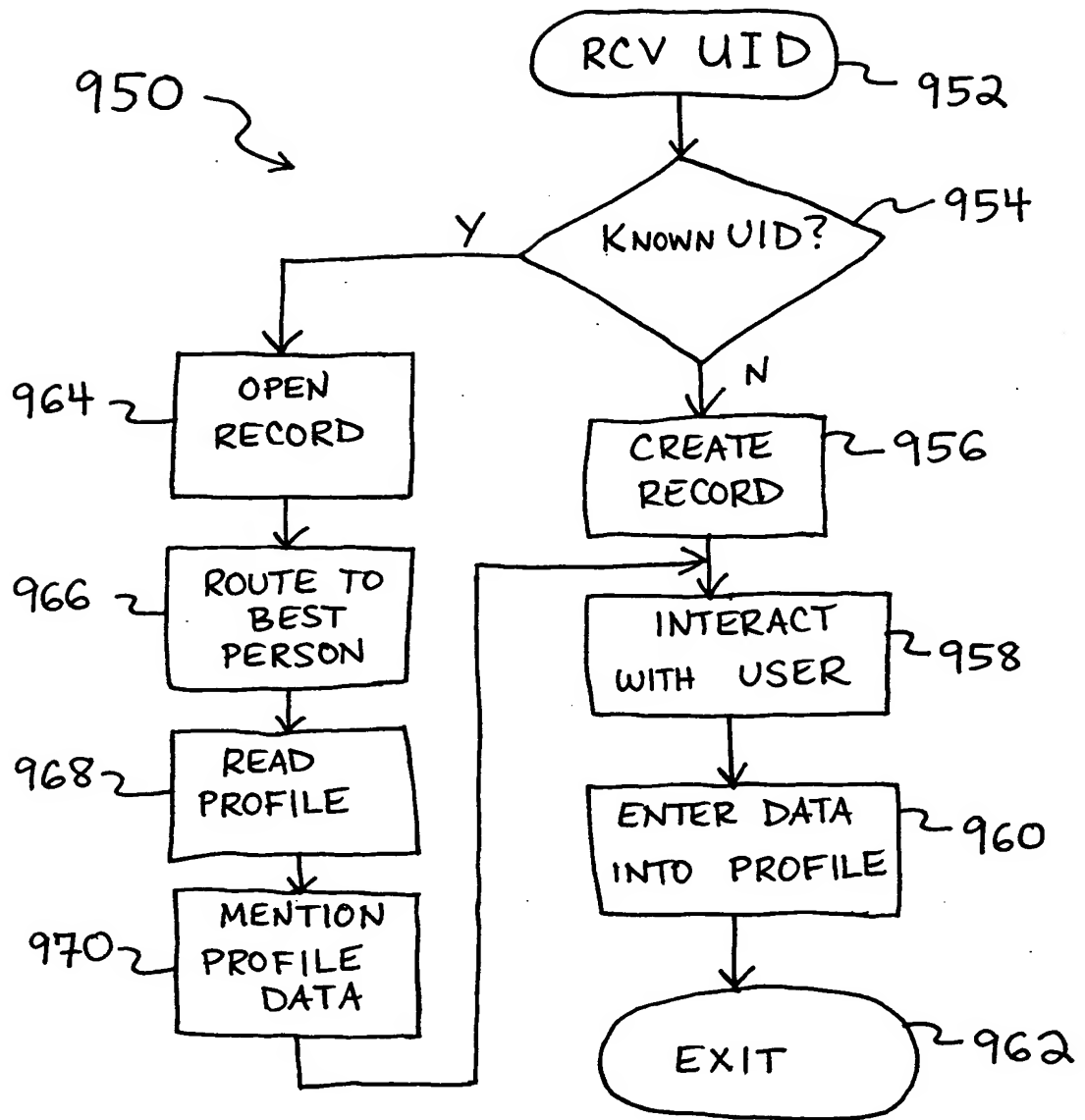


FIG. 30

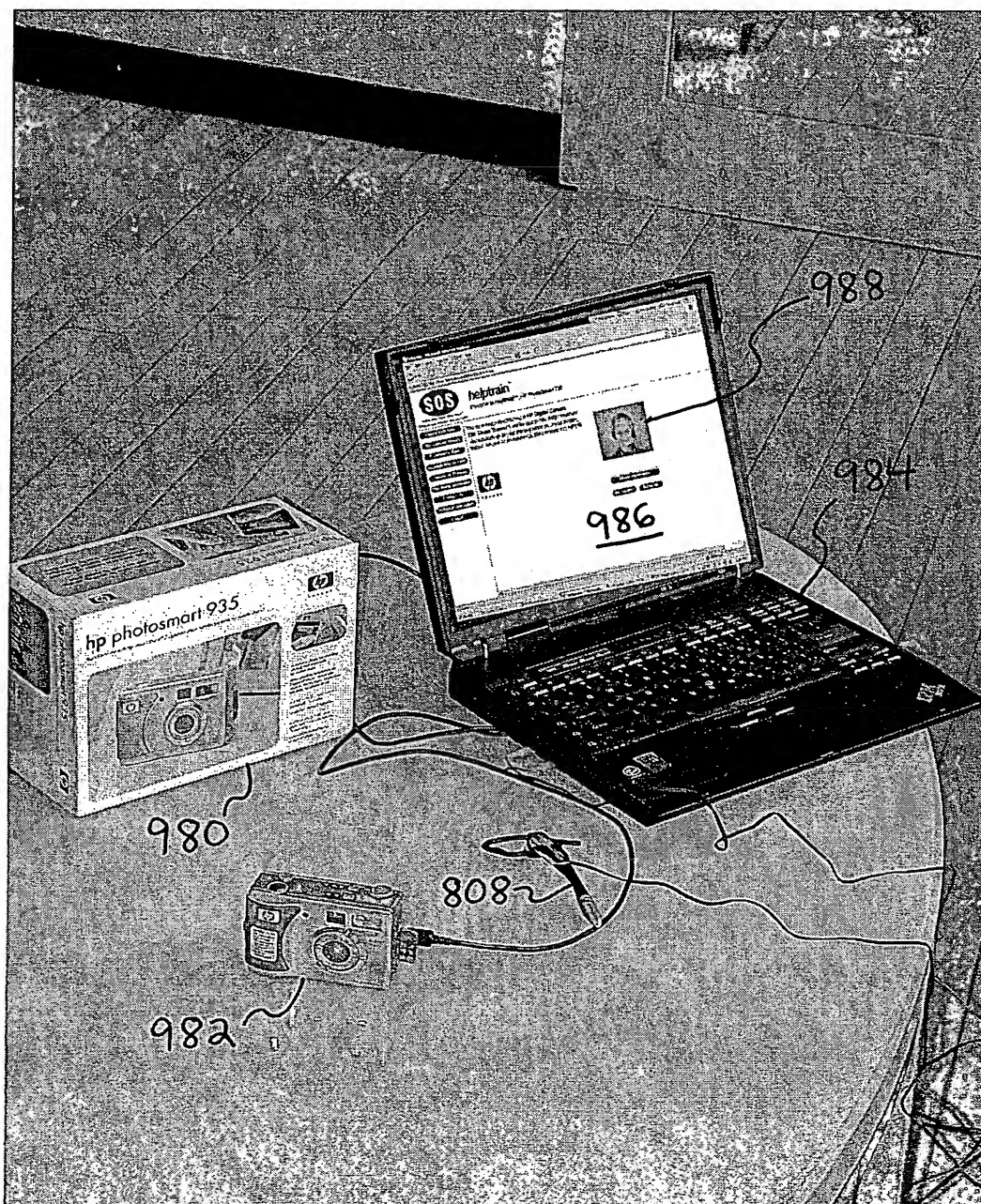


FIG. 31